

“ Extraordinary care in all its dimensions” depends on effective listening

- Coordinated Care

Listening between health care providers

- Collaborated Care

Listening to patients and their care givers

- Committed Care

Listening throughout the healthcare system



To Create a Listening Environment

DO

- KNOW the patient as a person
- ASK patients if they have been heard
- ENCOURAGE a collaborative environment
- ESTABLISH a connection between patient and doctors
- ALLOW time for providers to spend with the patient
- INFORM doctors about the affect their care has on patients
- KEEP providers connected to their purpose
- CREATE a team environment

DON'T

- Make speaking up the patient's responsibility
- Foster a hierarchical environment
- Ignore Okham's Razor
- Reward based on number of procedures or patients seen
- Restrict the time a physician spends with one patient
- Disassociate care from outcomes
- Discount 'community doc' input

Ideas drawn from the book "In Pain We Trust: A conversation between mother and son on the journey from sickness to health"

Written by Kevin Whiting and Vicki Whiting, Ph.D.

In Pain We Trust:

Why Kevin wrote his book

“I spent a lot of time after my surgery when I was living on a PICC line wondering why this had happened to me. At some point I realized that it didn’t happen for a reason. It just happened. What I could do is share my story so that maybe it wouldn’t happen to somebody else.”

*Speech based on the book “In Pain We Trust: A conversation between mother and son on the journey from sickness to health”

Written by Kevin Whiting and Vicki Whiting, Ph.D.